

**COMMONWEALTH OF MASSACHUSETTS**

**MASSACHUSETTS**

**DEPARTMENT OF TELECOMMUNICATIONS & ENERGY**

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Petition of Boston Gas Company d/b/a  
KeySpan Energy Delivery New England

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D.T.E. 03-40

**SECOND SET OF INFORMATION REQUESTS OF THE  
MASSACHUSETTS OILHEAT COUNCIL, INC. AND  
THE MASSACHUSETTS ALLIANCE FOR FAIR COMPETITION, INC.**

- MOC-2-1: For the years 1999 through 2003 (to date), please provide the type and give the average amount of conversion costs, including costs paid to outside contractors or affiliates, that a customer would incur to convert from fuel oil to natural gas space heating in the Company's service territory for:
- (a) a customer who converts to natural gas where that customer was already using gas for cooking, water heating and/or fueling a fireplace; and
  - (b) a customer who converts to natural gas where that customer was not already using gas for cooking water heating. and or fueling a fireplace.
- MOC-2-2: In promoting conversions from alternate energy sources to natural gas, does the Company provide prospective customers with a payback analysis demonstrating the time over which, if any, the cost of the conversion will be offset by related energy cost savings? If the answer is yes, please provide a copy of such payback analysis and any informational and promotional materials. If the answer is no, please explain why a payback analysis is not provided to the customer.
- MOC-2-3: What information is provided by the Company to potential conversion customers regarding the price of natural gas and the price of the alternative energy source? Please describe the information provided in

detail and include copies of all materials provided to the prospective customer.

- MOC-2-4: For the years 1999 through 2003 (to date), please describe the Company's efforts to engage outside plumbing, electrical, heating, ventilating, air conditioning, repair or installation contractors to perform work in conjunction with the Company. In doing so, please provide the following information for each year:
- (a) please identify and describe all outside contractor or "trade ally" program(s) offered by the Company. Please provide all promotional items, advertisements, invitations or other materials used in connection with such program(s);
  - (b) please provide any agreements or contracts entered into between the Company and outside contractors or trade allies;
  - (c) please indicate the method by which the Company selects an outside contractor to provide services in conjunction with the Company;
  - (d) please indicate whether any of the Company's affiliates can and do participate in such programs and identify such affiliates;
  - (e) please indicate the type and amount of financial and/or promotional assistance outside contractors or trade allies received from the Company for the benefit of the outside contractor or trade ally including but not limited to rebates, financial subsidies, advertising subsidies, promotional materials prepared by the Company, gifts and prizes, or any other financial incentive;
  - (f) please indicate the type of financial and/or promotional assistance outside contractors or trade allies received from the Company to be passed onto the customer, including but not limited to rebates, financial subsidies, gifts, loans, prizes, or any other financial incentive;
  - (g) please provide a list of all the contractors who have qualified for or been selected by the Company as an outside contractor or a trade ally doing business with the Company. For each, please list the amount and type of assistance received from the Company.
- MOC-2-5: To the extent not fully disclosed in question MOC-2-4, please indicate the type, amount and purpose of any payment made to any of the Company's affiliates for plumbing, electrical, heating, ventilating, air conditioning,

repair, or installation work.

- MOC-2-6: Please indicate if it is the Company's intention to continue trade ally or outside contractor programs with plumbing, electrical, heating, ventilating, air conditioning, repair or installation contractors in the future.
- MOC-2-7: If it is the Company's intention to continue such trade ally or outside contractor programs, please indicate the amount the Company intends to spend on the program for each of the next four years indicating the amount that is proposed to be ratepayer funded.
- MOC-2-8: Please describe the Company's projected goals for its sales promotion activities as proposed in the filing.
- MOC-2-9: Please indicate whether the Company has conducted any quantitative review or study which demonstrates that the Company's sales promotion goals will not be achieved in an amount less than the Company's proposed promotion budget.
- MOC-2-10: Please indicate the amount of promotional expense that the Company intends to spend beyond the amount that is ratepayer funded for the remainder of this year and each of the next four years.

Dated: June 3, 2003